STATE OF TENNESSEE

Department of Finance and Administration

REQUEST FOR INFORMATION
FOR
MASTER TENNESSEE INDEX

RFI NUMBER: 317.03-145

February 1, 2006

Table of Contents

A. STATEMENT OF INTENT: 2

B. BACKGROUND: 2

B.1 Scope 3
B.1.1 Initial Scope 3
B.1.2 Long Term Scope 3

C. GENERAL INSTRUCTIONS: 3

C.1. The State is requesting the following information from all interested parties: 3
C.2 RFI ID Number 4
C.3 State of Tennessee Point of Contact 5
C.4 Vendor Communications 5
C.5 State Not Responsible for Costs 5
C.6 RFI Responses Property of the State 5
C.7 Minimum Qualifications 5
C.8 Exclusion 5
C.9 State’s Intent for Respondent 6
C.10 Respondent Questions 6

D. INSTRUCTIONS FOR RESPONDING 6

D.1 Submission Address 6
D.2 RFI Number 6
D.3 Submission Date and Time 6
D.4 Submission Standards 6
D.4.1 Signed Copy 7
D.4.2 Response Label 7
D.4.3 Document Copy 7
D.4.4 Format 7
D.4.5 Vendor Responses 7
D.5 Submission and Format Instructions 7
D.5.1 Title Page or Cover 7
D.5.2 Transmittal Letter 7
D.5.3 Table of Contents 8

REQUEST FOR INFORMATION (RFI)

BY THE STATE OF TENNESSEE Department of Finance and Administration

RFI Number: 317.03-145

A. STATEMENT OF INTENT:

The State of Tennessee (State), Department of Finance and Administration, Office for Information Resources (OIR), issues this Request for Information (RFI) for the purpose of obtaining information to help State leadership determine options available and effort required to implement a statewide Master Person Index (MPI) known as the Master Tennessee Index (MTI).

The Goals for the MTI are to:

1. Develop an enterprise-wide person/business (entity) data model for a record of all master entity data
2. Manage the business processes, rules, and access control of the sharing entity data with participating State Agencies.
3. Develop supporting technology strategies for business intelligence, data modeling, enterprise application integration, and interoperability.
4. Ensure consistent and accurate entity identities and organizational hierarchies across the State of Tennessee while agreeing upon security and data sharing protocols.
5. Provide a capability for a Record Location Services (RLS) services to query extended data back from contributing systems.
6. Increase flexibility to add new channels, data sources, touch points, etc. via service-oriented architecture (SOA) utilizing Integration backbone software such as an Enterprise Service Bus (ESB).
7. Deliver rigorous facilities for cleansing, identity correlation, linking, and data sharing and privacy.
8. Provide a capability to perform distributed administration of access for member agencies.

B. BACKGROUND:

The delivery of services in the State of Tennessee is fragmented across a variety of agencies and departments. Tennessee is seeking ways to achieve more efficient information sharing and implementation of seamless business processes across organizational boundaries. The delivery of “citizen-centric” services will meet these goals. By achieving these objectives, the State of Tennessee can lower costs, improve operational efficiency, improve decision-making, and dramatically improve Business Intelligence and Decision Support capabilities.

Integration within the State of Tennessee is complex due to numerous disparate applications, including “green-screen” and legacy applications. These data sharing policies are very complicated even across State Agencies. Additionally, each Agency operates separate information systems to maintain entity records; those information systems maintain their own unique identifiers to identify entities across the State of Tennessee. The MTI should build a comprehensive entity record for identity correlation and information location services.

The Master Tennessee Index (MTI) should be an MPI that provides an infrastructure to allow for data sharing between State Agencies as well as a unique entity view for legacy Agency information systems. The State of Tennessee would like to implement an MPI that consists of a standards-based, flexible platform for rapidly integrating existing legacy data and applications, and for building new value-added services from these applications for government-to-government (G2G), government-to-business (G2B), and government-to-citizen (G2C) initiatives.

B.1 Scope

The overall scope for the MPI project is to implement an information sharing infrastructure. This infrastructure should allow for data sharing between State agencies easily and securely. Additionally, the State would like to utilize services to support the first implementation, and then complete a successful knowledge transfer in order to perform future implementations with State Resources.

B.1.1 Initial Scope

Currently the State of Tennessee's Administrative Office of the Courts is implementing an Integrated Criminal Justice Web Portal. This portal will provide a single point of access for multiple agency data through a secure Web browser. This Portal eliminates the need to conduct separate searches across various systems to access information for a specific entity.

The State would like to utilize an MPI and Integration Backbone software such as an Enterprise Service Bus as middleware to assist with the sharing, matching, and mining disparate criminal justice data from several criminal justice systems. These departments and systems include: Driver's License, Title & Registration, Department of Corrections, Tennessee Bureau of Investigation running several different technologies including: IMS Version 8.1, DB2 Version 7.1, XML Version 1.0, SQL Server 2000, and Oracle Version 8.1.7, 9, and 10i.

B.1.2 Long Term Scope

The long-term scope of the MTI project is to provide an MPI as middleware for all State Agencies, including, but not limited to Voter Registration, Public Health, Criminal Justice, and Regional Health Information Organizations. Additionally, this MPI will provide facilities for sharing federated data securely for any participating State Agency information System.

C. GENERAL INSTRUCTIONS:

C.1. The State is requesting the following information from all interested parties:

A detailed description, including detailed diagrams, use case scenarios, or sequence diagrams, where applicable, of how your solution addresses the following:

- **Data Acquisition** - How does the solution load and incrementally add and update data and data sources, including facilities like reject handling and rollback management?

- **Data Cleansing** - How does the solution cleanse and standardize customer names and addresses in batch and real time, including both built-in facilities and integration with third-party solutions?

- **Data Deduplication** - How does the solution match and merge customer data, including creation of the single source of truth record and advanced capabilities such as survivorship, merge/unmerge, deterministic/probabilistic matching and rules tuning?

- **Hierarchy Management -** How does the solution allow users to identify, create, explore, and maintain complex relationships among entities such as, parent child relationships, including advanced features such as splitting and merging hierarchies and viewing hierarchies as of a point in time?

- **Integration and Synchronization** - How does the solution integrate with other systems in batch and real time, including source/master synchronization, seamless access to data stored in other systems, depth and breadth of APIs, and prebuilt integration to ERP and CRM systems.

- **Event Management -** Does the solution automatically detect events and raise triggers and alerts based on changes to the data? Can data changes be routed for approval or escalation to protect the quality of the data?

- **Data Management** - Does the solution offer a mature entity data model, including vertical industry support, cross-reference key management, and comprehensive history tracking?

- **Security -** Can the solution secure data access and update by source, attributes, or values, and support comprehensive auditing as well as privacy management?

- **Data Stewardship -** How well does the solution support stewardship processes such as scheduling, process management, monitoring, and data quality management without coding or IT intervention?

- **Architecture** - Does the system provide a scalable, extensible, standards-based environment, including support for international data and common operating systems, programming environments, and databases?

- **Federated capabilities** – How does the system connect independent data stores with a thin structure while leaving most of the data in their source locations? What integration backbone software do you use, ESB, MOM, etc?

- **Identity management** –How does the solution securely identify entities and centrally manage privacy policies?

- **Licensing Model** – Please provide a description of the solutions licensing model for purchase and ongoing maintenance. The State is not looking for pricing, just a description of how the product is licensed. Is it named users, processors, contributing records, etc?

Please provide any additional information that you would like to include about your solution. After responses are received, Vendors are encouraged to schedule an onsite demo/conference.

C.2 RFI ID Number

The State has assigned the following RFI identification number that must be referenced in all communications regarding this RFI: 317.03-145

C.3 State of Tennessee Point of Contact

The RFI Coordinator contact information is as follows:

F. Bradley Meyers, IT Project Manager
Department of Finance and Administration,
13 th Floor, WM Snodgrass TENN TOWER
312 8 th Avenue North
Nashville, TN 37243-0288
Phone: (615) 253-2255
Fax: (615) 532-0471
Email: Bradley.Meyers@state.tn.us

C.4 Vendor Communications

All vendor communications concerning this RFI should be in writing or email and must be directed to the RFI Coordinator listed in Section C.3.

C.5 State Not Responsible for Costs

The State of Tennessee shall not be responsible or liable for any costs incurred by any respondent in the preparation and submission of its RFI response or for other costs incurred by participating in this process. Furthermore, there is no guarantee that a procurement of software and/or implementation services will ever take place as a result of this RFI.

C.6 RFI Responses Property of the State

All responses submitted in response to this RFI become the property of the State of Tennessee. The responses shall be open for review by the public in accordance with Tennessee Code Annotated, Section 10-7-504(a)(7). By submitting a response, the respondent acknowledges and accepts that the full contents of the response and associated documents shall become open to public inspection.

C.7 Minimum Qualifications

The State requires that **all** respondents to this RFI meet a set of minimum requirements as follows:

- Respondent must be a provider of comparable administrative software applications.
- Respondent must have at least one government sector customer solution that can be used as a reference.

C.8 Exclusion

Any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFI may not submit a response to this RFI.

C.9 State's Intent for Respondent

For purposes of responding to this RFI, it is the State's intent for one vendor to have primary responsibility of the contract and to form the implementation team, but may subcontract with other integration partners at their discretion.

C.10 Respondent Questions

Vendors may submit questions by sending an email to the RFI Point of Contact listed in Section C.3. Answers to questions will be returned via email and will be posted on http://state.tn.us/finance/oir/pcm/rfps.html.

Vendors may submit questions to the RFI Coordinator by February 20, 2006. The State will provide a response to those questions by February 27, 2006.

D. INSTRUCTIONS FOR RESPONDING

D.1 Submission Address

Vendors that meet the minimum requirements outlined in Section C.7 are invited to submit a response to the RFI to:

F. Bradley Meyers, IT Project Manager
Department of Finance and Administration,
13 th Floor, WM Snodgrass TENN TOWER
312 8 th Avenue North
Nashville, TN 37243-0288
Phone: (615) 253-2255
Fax: (615) 532-0471
Email: Bradley.Meyers@state.tn.us

These responses can be in the form of a well-organized document. After responses are submitted, Vendors are encouraged to schedule an onsite demo/conference with the RFI Coordinator listed in this document.

D.2 RFI Number

Please reference Request for Information # **317.03-145** with your response to this request.

D.3 Submission Date and Time

Vendor responses must be received at the location identified in Section D.1 on or before 4:00 p.m. CST on **March 6, 2006.** Written Responses may be mailed or hand-delivered, but the respondent is responsible for ensuring timely delivery regardless of transmittal means. After responses are received, the Vendor is encouraged to schedule an onsite conference/demo of their software. Responses submitted by email, facsimile transmission, or any other forms of electronic submission are not allowed. Responses received after the submission deadline will be rejected.

D.4 Submission Standards

Responses to this RFI must comply with the following standards:

D.4.1 Signed Copy

Respondents must submit a signed original unbound copy of their response.

D.4.2 Response Label

The signed original must be clearly labeled “Original” on the front cover.

D.4.3 Document Copy

Respondents must submit **one (1) electronic copy** of their response on read- only CD-ROM. Electronic copies must be formatted using Microsoft Word™ 97, or higher, and Microsoft Excel™ 97, or higher, software. Respondents must also provide **five (5) paper copies.**

D.4.4 Format

Pages should be numbered clearly and consecutively. Respondent name and response due date must be included on each page in the header or footer.

D.4.5 Vendor Responses

Vendor responses should be submitted in a sealed package. As stated in Section D.2, all packages containing a vendor’s response must clearly reference Request for Information # 317.03-145

D.5 Submission and Format Instructions

In order to facilitate the analysis of responses to this RFI, responses should be submitted in accordance with the format and instructions outlined in this section as follows:

D.5.1 Title Page or Cover

The title page or cover must include:

“Response to Request for Information # 317.03-145”
“Master Tennessee Index Software and Implementation Estimate”
“Due Date **March 6, 2006** at 4 pm CST”
Respondent Name and Address

D.5.2 Transmittal Letter

The respondent must provide a written response in the form of a standard business letter. The transmittal letter shall reference and respond to the following subsections:

- The letter shall be signed by a company officer empowered to represent the respondent.
- The letter shall provide the legal entity name of the respondent.
- The letter shall provide the name, mailing address, telephone number, and facsimile number and email address of the respondent’s contact person.
- The letter shall provide confirmation that the respondent meets the minimum qualifications as set forth in Section C.7.
- A transmittal letter is mandatory. Failure to provide the information as required may result in the response being considered non-responsive and rejected.

D.5.3 Table of Contents

Each response shall be submitted with a table of contents that clearly identifies and denotes the location of each section and sub-section of the response. Additionally, the table of contents should clearly identify and denote the location of all enclosures and attachments to the response.